



Zoo Camp Information

San Antonio Zoo
3903 N. St. Mary's St., San Antonio, TX 78212
education@sazoo.org
210-264-5547

Preparing for Zoo Camp

What to Wear

- Zoo Camp t-shirt (after Monday)
- Comfortable **closed-toed** walking shoes
- Please dress for outdoors (hat, getting wet, getting dirty, etc.)
- Please apply sunscreen/bug spray before arriving for camp.

What to Bring

- Sack lunch
- Reusable water bottle
- Bug spray and/or sunscreen

Do NOT Bring

- Glass bottles
- Money or valuables
- Knives and weapons
- Handheld video games
- Pokémon cards or other games
- Electronic devices
- Toys

Please note:

- San Antonio Zoo is not responsible for lost or damaged items
- Lost and found items will be held for 1 week
- Please provide advance notice of any allergies, dietary restrictions, emergency medications, or anything else that camp staff should know
- Please review camp expectations with your child, including Covid-19 safety information found on the zoo's website.

Drop-off & Pick-up

Drop-off	Pick-up	After Care
8:00am - 8:30am	2:30pm – 3:00pm	4:00pm-4:30pm

- Drop-off and pick-up will be at the zoo's Education Center.
- Staff and signs will provide directions for navigating drop-off/pick-up (see map below).
- For camper and staff safety, parents and visitors will not enter the Education Center or other camp spaces.
- If drop-off/pick-up is necessary outside of the time stated above, please provide advance notice.
- After Care pick up is between 4:00pm-4:30pm.
- **Pick-up authorization will be verified every day.** Please be prepared to provide a photo-ID, or request a zoo dashboard sign or pin#/password.

Important Information

- Zoo Camp t-shirts will be provided to campers once they have joined their camp group on the first day of camp.
- **Please provide a lunch and reusable water bottle every day.** Snack is provided daily.
- Campers will need closed-toed shoes for camp exclusive experiences.
- Prior to Monday morning drop-off, please review your online account or contact the Education Department to verify your child's grade, friend requests, any pertinent medical information and pick-up authorization list.
- Campers will be assigned groups based on grade level.

Camp Expectations

- Safety and fun are our main priorities!
- Parent/guardians may be asked to pick-up their child(ren) early, without refund, if they do not respect themselves, fellow campers, zoo staff, or zoo property, etc. Please review the behavior management policy on the next page with your child.
- Staff must be made aware of all allergy/medication needs in advance.

Preparing for Zoo Camp

Thank you for choosing to spend your summer with the zoo and helping to secure a future for wildlife. Your support is greatly appreciated!

San Antonio Zoo looks forward to sharing an incredible week-long experience with your child. The zoo's vision is to help secure a future for wildlife by facilitating a love for animals and empowering communities to protect the world around them. Since it is important for children to explore nature and spend time outside, they will be spending the majority of the day outdoors. To learn more about the importance of encouraging children in nature, please visit The Children and Nature Network (<http://www.childrenandnature.org/>).

If you have any questions, please contact the Education Center via email (education@sazoo.org) or at 210-264-5547. Education staff, and everyone at San Antonio Zoo, are always interested in your comments and suggestions.

If you have any questions, please contact education@sazoo.org

Behavior Management Policy

To insure a fun and productive atmosphere, a fair and effective behavior management strategy has been developed to ensure a positive and safe environment and experience for all. In most cases, children are eager to participate in activities and respect each other, themselves, and zoo entities. Should a child be unable or unwilling to participate appropriately, parent/guardians may be called to for an early pick-up. At the zoo's discretion, the child may be allowed to return the following day. In cases of safety and other extreme concerns, program expulsion may be necessary, without refund.

Please review the following expectations and management strategies with your child(ren) before camp.

Program participants are expected to:

- Have fun!
- Respect others, including peers and zoo personnel
- Respect yourself
- Respect animals and zoo entities/property
- Participate to the best of your ability
- Listen and follow instructions
- Play and explore safely

Behavior Management Policy

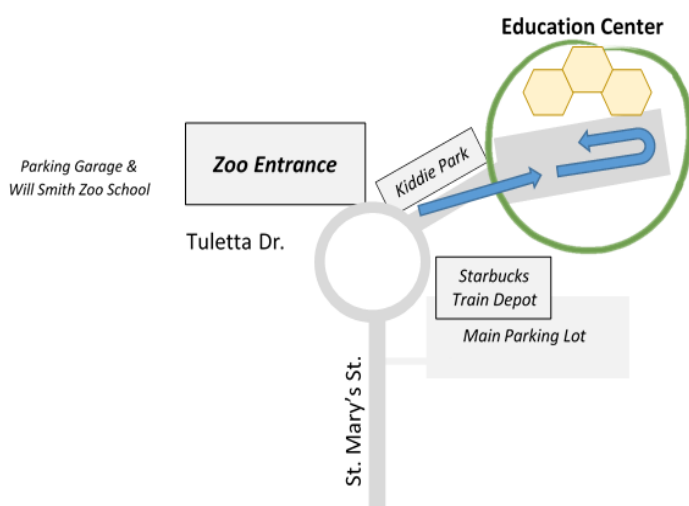
- First Occurrence: first verbal warning
- Second Occurrence: second verbal warning
- Third Occurrence: time-out away from the group; parent/guardian notified at end of day.
- Fourth Occurrence: time-out away from group; parent/guardian contacted during the day.
- Fifth Occurrence: parent/guardian contacted for early pick-up.

Frequently Asked Questions

Are facemasks required?

Education staff and campers follow current State of Texas, Bexar County, City of San Antonio, and zoo policy to determine when and where face masks are required.

Mask and safety guidelines change often – the most up to date information can be found on the Zoo Camp webpage. <https://sazoo.org/education-programs/zoo-camp/>



What will drop-off and pick-up look like?

Parents will remain in their car during drop-off and pick-up. Zoo staff and signs will help parents navigate the drop-off/pick-up car line that should be similar to the systems employed by elementary schools. Camp staff will greet you at your vehicle window to verify any needed information and will escort your camper from your vehicle to their camp group.

During registration, you will have the option to choose a dashboard sign, verbal PIN/code, or photo ID to verify pick-up authorization for each child. Pick-up authorization will be verified daily.

Zoo staff are not able to help your child with seatbelts or other safety restraints. If your child needs assistance, please alert staff that you need to park your vehicle.

Should I provide my child with money for camp?

No. Campers will not have the opportunity to visit gift shops or purchase food items.

What happens if it rains during camp?

Camp sessions run rain or shine. During heavy rain and extreme weather, camp activities will be moved indoors. Otherwise, campers will spend most of the day outside. While umbrellas are not very practical for Zoo Camp, rain jackets are perfect. We recommend sunscreen and a hat for your child every day to avoid sunburn.

Can I stay with my child?

No. If your child is not able to attend Zoo Camp without your presence, it is better to wait another year before attending. To ensure participant and staff safety, parents and visitors will not enter program the program campus.

Will the zoo provide drinking water?

Yes! Cool drinking water is provided throughout the camp day. To help encourage the intake of water, reduce waste, and secure a future for wildlife, campers are asked to bring reusable water bottles each day of camp. If they forget a water bottle, we have water pouches available for purchase for \$8.

What if my child arrives late or needs to be picked-up early?

Please be aware that late drop-offs and early pick-ups may interfere with your child's experiences, and that missed activities and experiences cannot be rescheduled. If drop-off/pick-up is necessary outside of the drop-off/pick-up windows, please provide advance notification. If you are late to pick up your camper, they will be automatically enrolled in After Care and the credit card on file will be charged accordingly.

My child needs to take a daily prescription medication. Will the zoo administer medication to my child?

If your child requires daily prescription medication, please contact the Education Center for more information.

My child needs to carry emergency medication with them. Are they able to do this?

The zoo's first priority is safety. Please contact the Education Center prior to the start of Zoo Camp to discuss medication needs and options.

Will zoo staff provide first aid?

Trained zoo staff will administer basic first aid for minor cuts, bruises and insect wounds. Parents will be notified of any medical treatment beyond minor first aid, and in some cases, Emergency Services will be contacted.

Examples of when parents will be notified of injuries or other health related situations involving their child:

- Suspected allergic reactions
- Swelling
- Lacerations beyond a scrape
- Head injuries
- Vomiting
- Fever
- Injuries, etc. beyond minor first aid
- Suspected Covid-19 symptoms